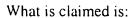
CLAIMS



- 1. A method for automatically detecting and diagnosing impairment in a communication service, the method comprising:
- a) detecting events that occur in a plurality of in domain communication channels where each channel is used by a communication service; and
- b) determining the probability of each of a plurality of possible causes as being a cause of interference in a victim channel, by propagating observations of the interference backwards through a Bayesian Belief Network (BBN) which defines a probabilistic cause-effect relationship between each cause and each effect.

